**Background Information**

States and Counties Serviced

* Connecticut – All
* Road Island – All
* Massachusetts – All
* New York – Nassau, Westchester, Putnam, Orange, Rockland
* Florida
  + Central – Orange, Polk, Osceola, Brevard, Volusia, Lake, Sumter, Pasco, Seminole,
  + South West - Hillsborough, Pinellas, Manatee
  + South East – Indian River, St Lucie, Martin, Palm Beach, Broward, Miami-Dade

Terminology

* Rolled Bag – this is when a BullBag driver after servicing the bag rolls it and puts it in a sleeve instead of resetting the bag to be refilled. A rolled bag is either stored or taken to another job site by the customer.

Notes

* Do **not** tell customers a BullBag representative would be calling them with a confirmation of pick up.
* All calls from customers should be recorded and forwarded to BullBag.
* Bag dimensions 77 inches x 77 inches x 52 inches
* We **do not** pick up on Saturday or Sunday

**Pictures**

Rolled Bag



BullBag Setup



**BullBag Call Script**

Operator: Thank you for calling Bull Bag, this is (Operator Name). How may I help you?

1. Wants to schedule pick:
   1. Operator: Are you calling for yourself or are you calling in for a business?
2. If Resident (order processed BullBag website)
   1. Operator: Get name, address of pick up, town & state.
   2. Operator: Is the bag full? (if full it’s an 8. If not full they’ll tell you 4 or 6)
   3. Operator: When driver is done emptying bag, would you like your bag rolled to store or reset to use again? (no charge for either)
   4. Operator: Best contact number?
   5. Operator: Confirm pick up address and contact number
   6. Operator: Email address? (cannot process order without email address)
   7. Operator: Credit card info: card #, exp. Date, cvv, billing address and zip code for credit card
   8. Operator: BullBag picks up Monday through Friday each week, we will pick up your bag(s) within 24-48 hours. After hours and weekend calls will be added to schedule the following business day.
   9. If they ask for a call letting them know when pick up will be, calls are made morning of pick up.
   10. If this is their first pick up, call center rep needs to read disclaimer.

Operator: Does your company have a credit card on file or will you be providing me a credit card for this order?

Note: there are accounts that can charge on account and have credit with the company. We don’t disclose this option to credit card customers. Customers with this option are noted on the excel file with customers.

1. Contractor/Special Account Credit Card on File: (complete order form)
   1. Operator: Thank you for calling BullBag, may I have your name please?
   2. Operator: Name of company to be billed and location
   3. Operator: What is your phone number in case we are disconnected?
   4. Operator: What is your email address?
   5. Operator: Do you want to include a job name or number
   6. Operator: Service address of pick up, town, state and postal code.
   7. Operator: How many bags on site? Are they full? If not ask how full for each bag?
   8. Operator: Do you want driver to roll bag to store or reset to use again
   9. Operator: BullBag picks up Monday through Friday each week, we will pick up your bag(s) within 24-48 hours unless you have a date further out you would like to schedule?
   10. Operator: Confirm pick up information and contact number
   11. If this is their first pick up, call center rep needs to read disclaimer.
2. **BullBag Call Script**
3. Contractor/Special Account Credit Card **Not** on File: (complete order form)
   1. Operator: Thank you for calling BullBag, may I have your name please?
   2. Operator: Name of company to be billed and location.
   3. Operator: What is your phone number in case we are disconnected?
   4. Operator: What is your email address?
   5. Operator: Do you want to include a job name or number
   6. Operator: Service address of pick up, town, state and postal code.
   7. Operator: How many bags on site? Are they full? If not ask how full for each bag?
   8. Operator: Do you want driver to roll bag to store or reset to use again
   9. Operator: BullBag picks up Monday through Friday each week, we will pick up your bag(s) within 24-48 hours unless you have a date further out you would like to schedule?
   10. Operator: What type of credit card will you be using?
   11. Operator: Card number?
   12. Operator: Expiration date?
   13. Operator: Security code?
   14. Operator: Card billing address for the credit card and zip code?
   15. Operator: Confirm pick up information and contact number
   16. If this is their first pick up, call center rep needs to read disclaimer.
4. I would ask all Florida calls if they are in a gated community.

**Disclaimer to be read for every resident**

Operator: Please understand that Bull Bag does not accept anything explosive, environmentally hazardous or biohazardous.

Certain items including roofing shingles, asphalt, dirt, tires, mattresses and box springs will incur an additional charge if disposed of inside the Bull Bag. You are solely responsible for the contents of your bag as per the Federal Government’s Cradle to Grave Act. Please note that Bull Bag and its drivers do everything possible to ensure the safety of your property, but is not responsible for any damage to your property due to bag placement, should any occur.

Paint is considered environmentally hazardous, so officially we cannot accept liquid paint. However, if the paint is emptied over the contents of the bag and dry by the time our driver picks up the bag, that is ok. We cannot accept any paint that is liquid.

**Credit Card on File**

|  |  |
| --- | --- |
| Contact Name: |  |
| Business Name: |  |
| Contract Number: |  |
| Email address: |  |
| Job Number or Name: |  |
| Service Address: |  |
| Service City, St, Zip: |  |
| Number of Bags on Site: |  |
| Level Full of Each Bag: |  |
| Roll Bag or Reset: |  |
| Future Pick Up Date Request: |  |

**Credit Card Not on File**

|  |  |
| --- | --- |
| Contact Name: |  |
| Business Name: |  |
| Contract Number: |  |
| Email address: |  |
| Job Number or Name: |  |
| Service Address: |  |
| Service City, St, Zip: |  |
| Number of Bags on Site: |  |
| Level Full of Each Bag: |  |
| Roll Bag or Reset: |  |
| Future Pick Up Date Request: |  |
| Credit Card Type: |  |
| Credit Card Number: |  |
| Credit Card Expiration: |  |
| Card Billing Address and Zip Code |  |
| Credit Card CVV: |  |